



Parc Científic de Barcelona
UNIVERSITAT DE BARCELONA

Results Report of the 2023 Satisfaction Barometer

April 2023

From the Barcelona Science Park's Management Team, we wish to convey our gratitude to all the people who have answered the 2023 Barometer survey and have sent us your comments. Thanks to this feedback we can improve the services and infrastructures which are important to all of us.

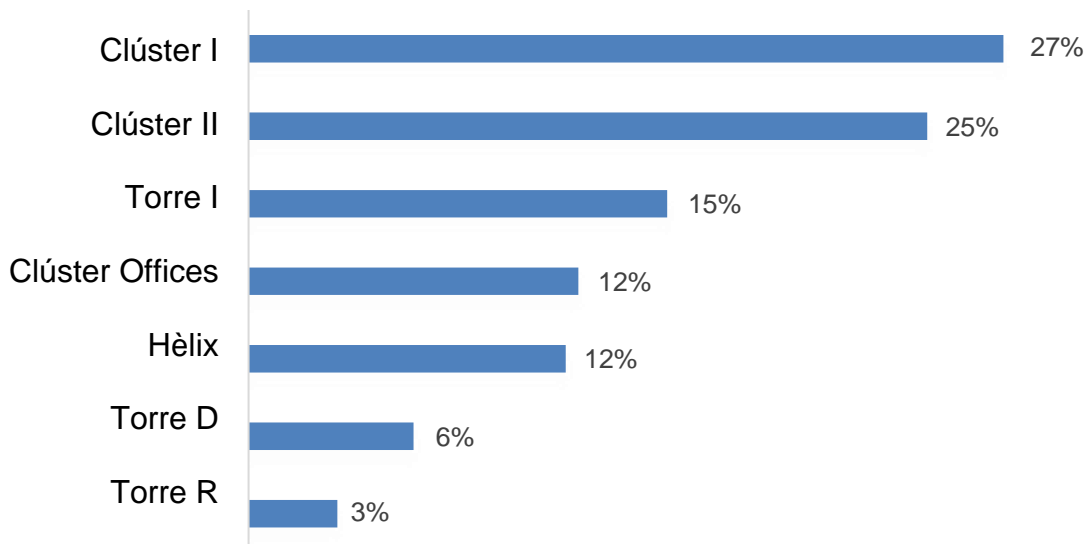
You can find the results obtained as well as improvements that have been made recently as well as others that will be implemented in the short term resulting from the analysis of your comments and evaluations.

1. Survey Population.

The satisfaction survey was sent out to 2930 PCB users, of which 411 people have responded to, corresponding to 14%.

The participation according to the buildings in which the users work is represented in graph 1.

Graph 1. Distribution of responses according to the buildings in which the users work



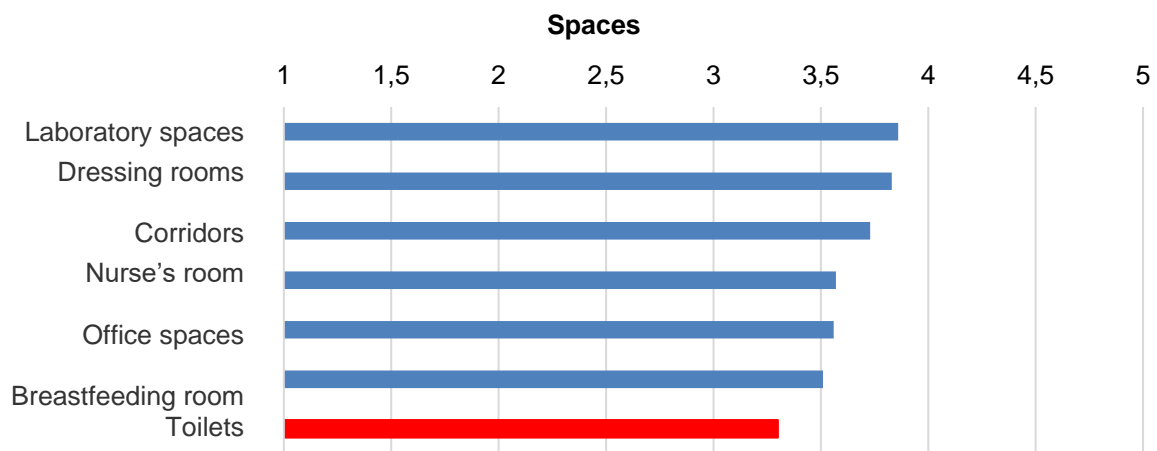
Depending on the service or space, the answers have been analysed in accordance with the building or in general. The scores of the answers are as follows: 1 Unsatisfactory; 2 Not Very Satisfactory; 4 Good; 5 Very Good.

We consider that a service or provision is considered satisfactory when a score of more than 3.5 is obtained, those that obtain scores from 3.0 to 3.5 being acceptable but with the capacity to improve and those scoring less than 3.0 as very unsatisfactory.

Each section gives details of the actions that will be carried out during this year in order to implement improvements.

2. Spaces.

Spaces	Score
Laboratory spaces	3.86
Dressing rooms	3.83
Corridors	3.73
Nurse's room	3.57
Office spaces	3.56
Breastfeeding room	3.51
Toilets	3.3



All spaces have been valued as satisfactory with a rating of greater than 3.5 except for the toilets which are considered as acceptable and, therefore, there is room for improvement. In comparison with last year, the nurse's room and the breastfeeding room have improved their ratings by moving from an acceptable to satisfying rating.

Toilets

A review of the accessories will be conducted such as toilet-roll holders, hangers, shelves to place wash bags on, the placement of hand dryers and lights sensors. If you find any specific toilets in which any element is missing or broken, please don't hesitate to let us know by writing an e-mail to: operacions@pcb.ub.cat

The floor paintwork will be checked of certain toilets which can give the impression of being dirty, despite being clean.

The communication channel between users and the Park will be improved in order to communicate incidents in a more agile and faster way.

Breastfeeding Room

An armchair will be put in the room.

A room booking system will be implemented through the online room booking application so that users can be sure to find the room free at the time of use.

Corridors and other Walkways

The halls of Torre I and Torre R have recently been painted.



The pavement of the service courtyards in Clúster I are currently being renewed.

The turnstile accesses will be renewed to be faster and comprehensively managed.

Screens will be installed at the Clúster II lifts so users can know which direction the lift is travelling in.

Solar filters have been recently installed in the windows of the Hèlix building.

Energy improvements in common spaces

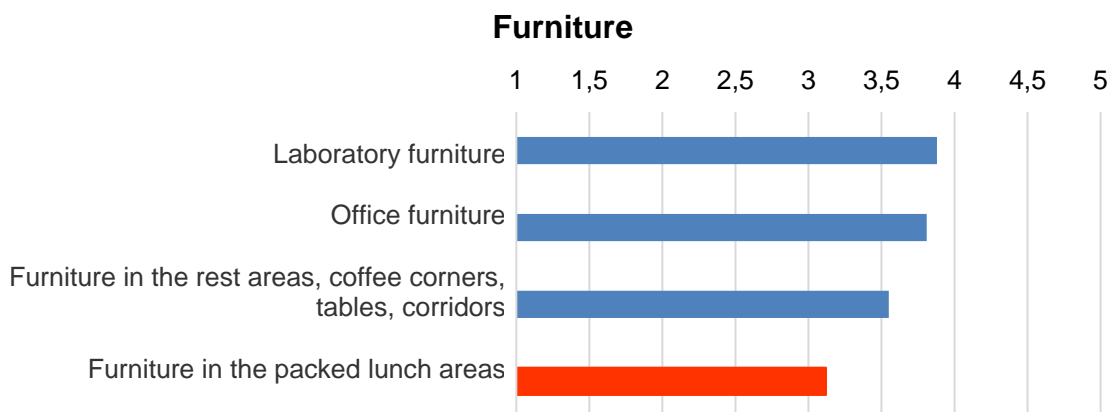
Automatic doors will be installed to improve the climate control of interior spaces in both the summer and the winter.

The change to LED technology will continue to be carried out, this year, specifically in the corridors and the reception of the Hèlix building.

Solar panels will be installed.

3. Furniture.

Furniture	Score
Laboratory furniture	3.88
Office furniture	3.81
Furniture in the rest areas, coffee corners, tables, corridors	3.55
Furniture in the packed lunch areas	3.12



All the furniture has been satisfactorily rated except for the own food areas that are acceptable but have some room for improvement. Compared with last year, the furniture of the rest areas has improved going from acceptable to satisfactory.

Areas to consume your own food

This will be increased from the current 320 places to 378 places which is as high as possible whilst respecting the health and safety standards of the spaces.

The new multi-purpose hall will be opened in the Torre R ground floor. Here, there will be a new hall to use for the consumption of your own food at lunchtime and for free use for the rest of the time whilst respecting the rules of the hall. The hall currently used in Torre R will no longer be available.

Patio of the Hèlix building: the number of tables and chairs will be increased and the possibility of installing outdoor furniture including microwaves is being studied.

The small terrace in Clúster I: The ground is currently being renewed and the possibility of the number of tables and chairs being increased will be studied (this increase is not included in the planned 378 places).

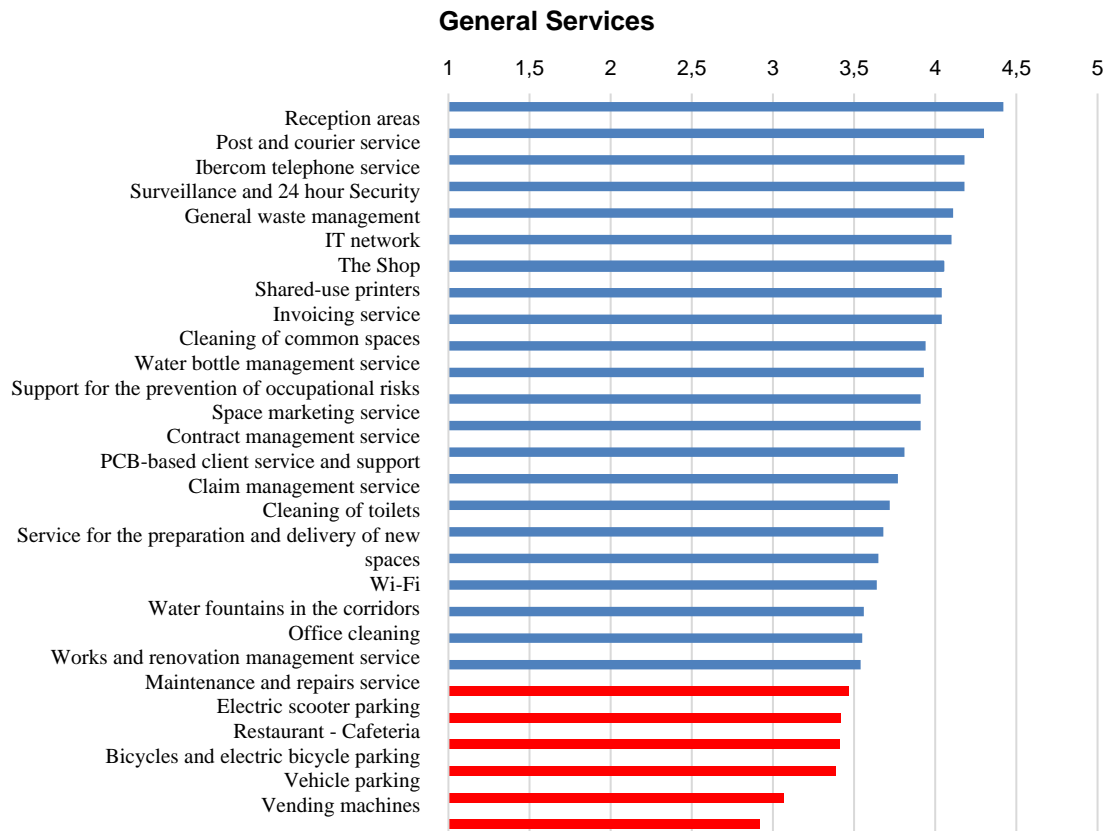
Torre I Hall: an additional microwave will be installed. The capacity of the room is already at its maximum.

The communication between the users and the Park will be improved in order to communicate incidents.

The cleaning shifts of the spaces are being reviewed.

4. General Services.

General Services	Score
Reception areas	4.42
Post and courier service	4.3
Ibercom telephone service	4.18
Surveillance and 24 hour Security	4.18
General waste management	4.11
IT network	4.1
The Shop	4.05
Shared-use printers	4.04
Invoicing service	4.04
Cleaning of common spaces	3.94
Water bottle management service	3.93
Support for the prevention of occupational risks	3.91
Space marketing service	3.91
Contract management service	3.81
PCB-based client service and support	3.77
Claim management service	3.72
Cleaning of toilets	3.68
Service for the preparation and delivery of new spaces	3.65
Wi-Fi	3.64
Water fountains in the corridors	3.56
Office cleaning	3.55
Works and renovation management service	3.54
Maintenance and repairs service	3.47
Electric scooter parking	3.42
Restaurant - Cafeteria	3.41
Bicycles and electric bicycle parking	3.39
Vehicle parking	3.07
Vending machines	2.92



All General Park services, with the exception of vending machines, have been rated as acceptable or satisfactory. The services that have shown improvement over the past year are the telephone service, waste management, IT network, shared-use printers, Wi-Fi, office space cleaning and vehicle parking. However, the maintenance services, electric scooter, bicycles and vehicle parking as well as the restaurant and vending machines need some improvement to reach the satisfactory level.

Vending Machines

The frequencies of visits to inspect the machine will be increased to ensure the replenishment of food and repairing any incidents the machines may incur.

The current location of the machines will be rearranged to increase the number of machines in Clúster II.

The provider will be asked to install card payment systems.

Food Services

The menus will be reviewed to increase the offer with plant-based proteins.

An assortment of salads will be increased assuring:

- Salad or gazpacho on the menu
- Special salads not on the menu
- Vegetarian salads
- Gluten-free salads

The coffee machines have recently been renewed: A new coffee machine has now been installed in the Clúster I cafeteria. The coffee machine in Fifteen, which was the most commonly used, has been removed and replaced with the one from the Clúster I cafeteria.

We remind you that the price of the menu is not subsidised by either the company that manages the restaurant or PCB. Some organisations, at their own choice, will partially subsidise the menu of their workers through various channels. According to different sources, the price of the average menu during 2022 in the city of Barcelona was €14.10, positioning itself as one of the most expensive cities together with Madrid.

Parking

Finally, after years of litigation, the concessionary parking company, ESMAPARK stopped its management in 2022. Currently, work is being carried out on the tender for the concession and improvements are being added to both the service and the space in the tender documents. It is planned to contract a new service management company during this year.

Electric scooter and bicycle parking

The use of these parking areas is virtually null. The Park will better communicate the existence of these services so that users know where they are.

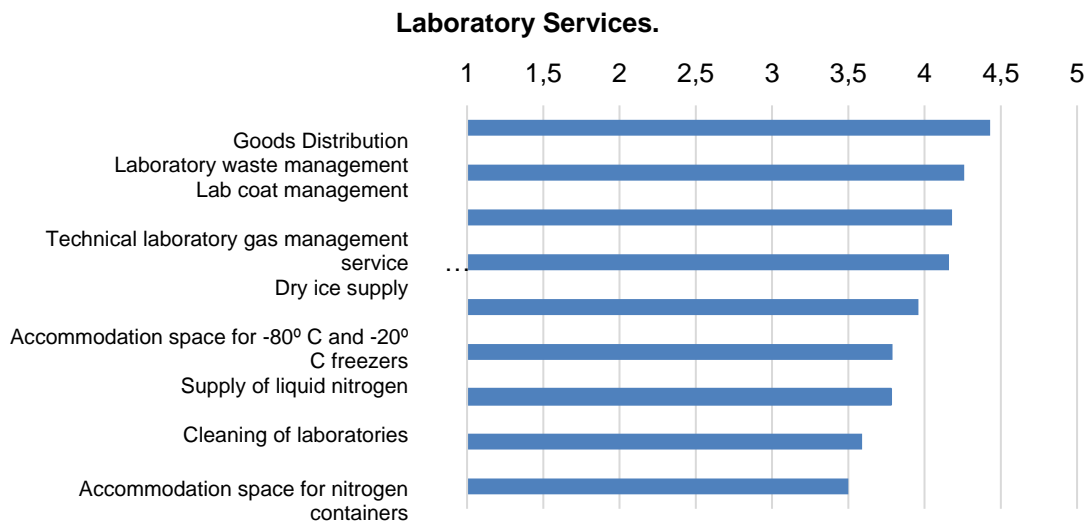
Maintenance Service

We will work on improving communication and the status of requests between the maintenance service and organisations.

The communication of interventions will be improved, and especially those that affect private spaces of the organisations.

5. Laboratory Services.

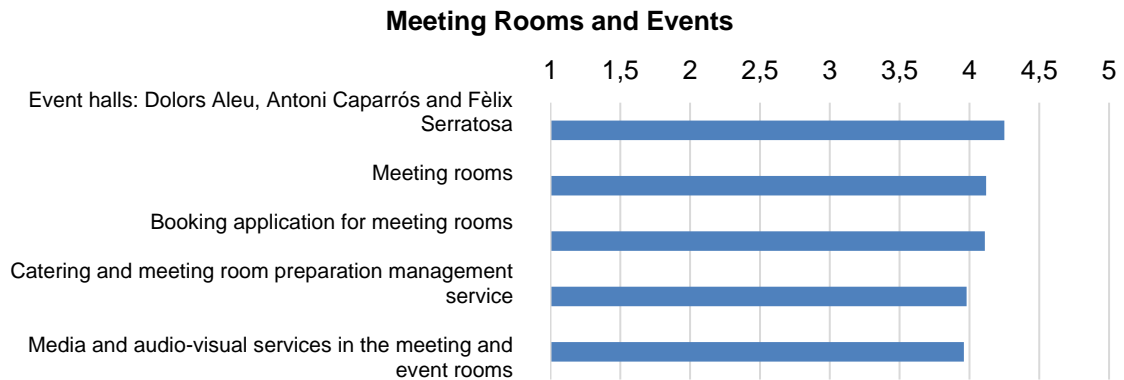
Laboratory Services.	Score
Goods Distribution	4.43
Laboratory waste management	4.26
Lab coat management	4.18
Technical laboratory gas management service	4.16
Dry ice supply	3.96
Accommodation space for -80° C and -20° C freezers	3.79
Supply of liquid nitrogen	3.78
Cleaning of laboratories	3.59
Accommodation space for nitrogen containers	3.5



All laboratory services have been satisfactorily valued at a rating of greater than 3.5. Specifically, the cleaning management services for lab coats, freezer accommodation space and the cleaning of laboratories have improved.

6. Meeting Rooms and Events.

Meeting Rooms and Events	Score
Event halls: Dolors Aleu, Antoni Caparrós and Fèlix Serratosa	4.25
Meeting rooms	4.12
Booking application for meeting rooms	4.11
Catering and meeting room preparation management service	3.98
Media and audio-visual services in the meeting and event rooms	3.96

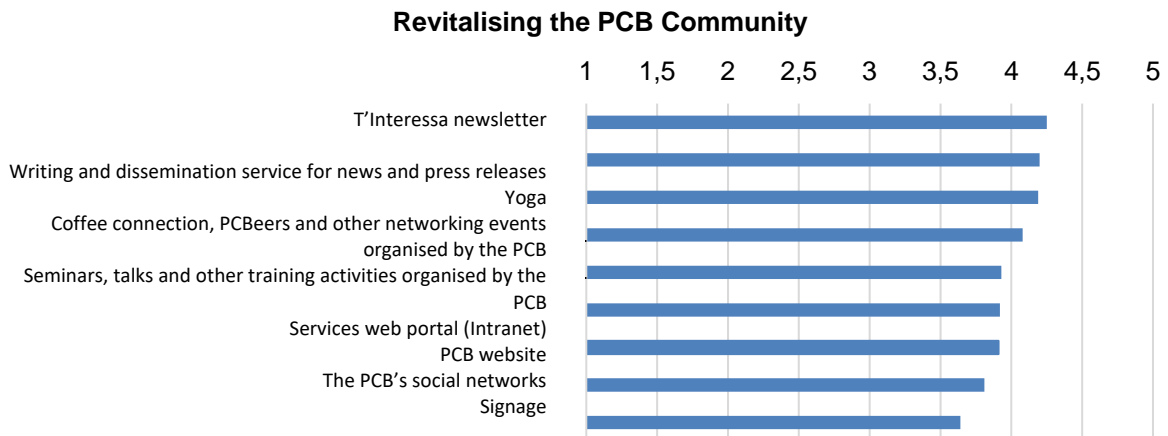


Both the meeting rooms and events and their associated services have been rated very satisfactorily.

During this year, the Torre D meeting room 1 will be moved to a new meeting room in Torre R with a similar capacity. This new room will have the new multi-purpose room next to it, so if a catering space is necessary for coffee breaks, the multi-purpose room can be used in the morning and afternoon hours avoiding lunchtime when it will be used for consumers bringing their own food. With this new location the aim is to find greater synergies between the two rooms.

7. Revitalising the PCB Community.

Revitalising the PCB Community	Score
T'Interessa newsletter	4.25
Writing and dissemination service for news and press releases	4.2
Yoga	4.19
Coffee connection, PCBeers and other networking events organised by the PCB	4.08
Seminars, talks and other training activities organised by the PCB	3.93
Services web portal (Intranet)	3.92
PCB website	3.91
The PCB's social networks	3.81
Signage	3.64



All services related to the revitalising of the PCB Community have been satisfactorily valued with a rating of greater than 3.5.